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Qwest Corporation
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Washington, DC 20036
Phone 202.429.3136
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Kenneth T. Cartmell
Executive Director - Federal Regulatory

August 18, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

RE: CFR 47, Section 63.100
Final Service Disruption Report, Cottonwood, AZ
CTWDAZMADS0

Dear Mr. Hatfield:

On July 19, 2000, Qwest¹ experienced a Service outage in Cottonwood, Arizona. In accordance with the reporting rules, CFR 47, Section 63.100, enclosed is Qwest's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,

Attachments

cc: Mr. Robert Kimball
Mr. Doug Sicker

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

Final Service Disruption Report

Reporting Company: Qwestⁱ

Location of Disruption: Cottonwood, AZ (CTWDAZMADS0)

1. Date and Time of Incident:

July 19, 2000, at 2215 MST

2. Geographic Area Affected:

Jerome and Mingus Mountain areas of Arizona.

3. Estimated Number of Customers Affected:

Approximately 600 Qwest customers were affected by the outage.

4A. Types of Services Affected:

FAA circuits serving the Phoenix, Sky Harbor Airport were affected. All services for the 600 Qwest customers were also affected.

4B. 911 Service Affected

911 service for 600 Qwest customers on the pair gain systems were affected.

5. Duration of Outage

Service was restored on July 19, 2000, at 1135 MST. The total duration of the outage was 13 hours and 20 minutes.

6. Estimated Number of Blocked Calls:

The number of calls that may have been attempted by the 600 Qwest customers that were isolated from the Central Office, are unknown.

7A. Root Cause of the Incident:

The root cause of the incident was a burned fiber cable.

A building fire in Jerome, AZ spread to a nearby telephone pole, destroying the fiber that served the FAA Circuits and the local pair gain systems. The cause of the fire is undetermined.

7B. Name and Type of Equipment:

Fiber optic cable

7C. Specific Part of Network Affected:

Loop Facilities.

8. Method(s) Used to Restore Service:

The following steps were taken to restore service:

New cable was placed and fusion spliced.

Repairs were delayed because the pole was damaged severely enough to snap. Live power lines are collocated on the pole and repairs could not safely commence until daylight.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of this problem:

This occurrence was not preventable by Qwest.

10A. Applicable Best Practice(s):

Qwest reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section B – Signaling Network Systems

Reference 6.1.1 – Root Cause Analysis

10B. Best Practice(s) Used:

Section B – Signaling Network Systems

Reference 6.1.1 – Root Cause Analysis

10C. Analysis of Effectiveness of Best Practice(s):

Section B – Signaling Network Systems

Reference 6.1.1 – Root Cause Analysis

While this recommendation is specific to Signaling Networks, Qwest currently requires a root cause analysis on all significant network failures.

Contact Person:

Kenneth Cartmell, Executive Director – Federal Regulatory
Qwest

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Washington, D. C. 20036

Telephone (202) 429-3136

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FCC INITIAL REPORT
QWEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

✓ [K] 120 MINUTE REPORT [] 3 DAY REPORT

ACR #: AZ.000719.005

Date Of Incident: 07/19/00 Time Of Incident: 00:13 MST

Geographic Area Directly Affected: Cottonwood Arizona
(Cities, LATA(s), States(s))

CLLI code(s) for affected area: CTWDAZMANSD

Estimated Number of Customers Affected: Under investigation
(i.e. Access lines in the switch, LATA(s) or States(s))

Types of Services Affected (e.g. Local, Toll, 800, 911, FAA, etc.): FAA impacts to Sky Harbor Airport reported @ 08:00 MST 07/19/00

Duration of Outage (Hours & Minutes): ongoing

Estimated Number of Blocked Calls: N/A

Apparent Cause of Incident: Burn caught fire burning aerial fiber at Mingus Mt.

Method Used to Restore Service: Fiber replaced and splicing in progress

✓ Steps Taken to Prevent Recurrence: Under investigation

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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 Vice President - NROC
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 Qwest
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-or-
 Dave Rygh
 Director - Network Management Center
 Ph: 303-707-5608
 Qwest
 700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 07/19/00

Time Reported to FCC: 08:49 MST

Person Faxing Report: Manuel Baldivia

(Include AM/PM, Time Zone)
 Time Confirmed with FCC: _____

Telephone Number: 800-879-1200

FCC Contact Name: _____

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975

Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2278

(To be used only at the direction of the Primary Fax Monitoring Watch Officer)

Also FAX to: Qwest Federal Relations Office at (202) 296-5157

Also FAX to: Karen Eccli/Jane Quigley (303) 707-2229

Also FAX to: Glenda Weibel (206) 345-2129

Also FAX to: Bev Sharpe (303) 694-1719

Form Issue Date: 07/14/00

10/10/01 6222 707 303

US WEST DNUR NMC

JUL-19-2000 09:59

